



CloudOps Foundations for Flexential cloud

Efficiency, reliability, and cyber resiliency

Organizations face significant challenges in managing and maintaining their cloud operations. Often, these challenges start with a lack of internal cloud skills, cloud experience, or overburdened IT staff, who also lack expertise in compliance, cybersecurity, and risk management. However, having enough skilled staff is not the only challenge.

Organizations also commonly experience a lack of data and visibility into their cloud environment to understand what is happening. This causes reactive issue troubleshooting, which then generates poor application reliability and performance, resulting in sub-optimal user experiences. Unfortunately, many IT teams do not have a wide array of cloud-specific operations skills to manage risk and maximize efficiencies, staff productivity, and cloud ROI—and hiring to fill those gaps can be prohibitively expensive.

Flexential has a solution: CloudOps Foundations

A Flexential CloudOps Foundations team works with your IT staff to understand your cloud environment, workloads, technical requirements, and business priorities. They establish observability to generate data for better cloud decision-making and enabling proactive issue management and early resolutions.

The team then works on your priorities to create efficiencies, simplify management, reduce risk, improve reliability, enhance cyber resiliency, and increase compliance. And since CloudOps Foundations is a service for our Flexential cloud offerings, we provide wrap-around 24x7x365 support from our cloud infrastructure to your application. Imagine—a cloud vendor whose support is a team of 24x7 cloud experts who will root causes from the cloud infrastructure to your workload to help you resolve issues swiftly.

Our comprehensive approach is intended to offload unnecessary work from your team while increasing the advantages your organization has from your Flexential cloud environment.



“ Organizations must find the appropriate balance between enabling improved business agility through cloud adoption and ensuring that cloud services are used safely and efficiently.”

Gartner

Gartner Inc. Hype Cycle for Operation Models 2024, June 21, 2024

Problems we solve

Flexential CloudOps Foundations is designed to address a range of common problems that organizations encounter in their cloud operations. When not addressed, these problems can increase costs and create risks that lead to disruptions and the need for reactive, emergency actions:

- Lack of data to inform cloud decisions
- Reactive issue troubleshooting
- Poor application performance or reliability
- Poor user experiences
- Wasted team time on mundane tasks
- Manual and time-consuming operations
- Unmet cybersecurity or compliance requirements

By solving these problems, Flexential CloudOps Foundations helps organizations avoid technical issues, firefighting, and disruptions

Key benefits and outcomes we deliver

Flexential CloudOps Foundations generates several key benefits and outcomes that address common challenges organizations face in managing their cloud environments and applications. These outcomes are achieved through a combination of advanced features and expert support:

- **Improved user experiences:** Enhanced application performance and reliability
- **Operational efficiency:** Increased team productivity and simplified management
- **Enhanced cyber resiliency:** Improved cybersecurity posture
- **Reduced risk:** Maintained compliance requirements
- **Maximized ROI:** Better data-driven decisions and maximized optimizations
- **24x7x365 support:** Peace of mind with full-stack, wrap-around support

Who you'll work with

Our CloudOps Foundations teams include at least two cloud engineers and a dedicated scrum master for managing the engagement, as well as certified cybersecurity and cloud operations experts. The team organizes according to lean-agile DevOps methodologies for quick results and close integration with your IT team and priorities. Through regular alignment meetings, our CloudOps team closely coordinates with your team and continually prioritizes tasks based on your latest priorities.

“ A DevOps-centric cloud operations model enables cloud native developments on IaaS and PaaS. Many organizations explicitly choose to embrace this model to increase their business agility and to accelerate their modernization initiatives.”

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